DOCUMENT RESUME

ED 317 211 IR 053 121

TITLE Handbook for Student Assistants of New Mexico Tech Library.
INSTITUTION New Mexico Inst. of Mining and Technology, Socorro.
PUB DATE Jan 90
NOTE 17p.; Prepared by the Library Staff.
PUB TYPE Guides - Non-Classroom Use (055)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Academic Libraries; Administrative Policy; Higher Education; *Job Skills; Library Guides; Library Instruction; Library Personnel; *Library Skills; Student Employment
IDENTIFIERS Library Policy; *Library Procedures; New Mexico Institute of Mining and Technology; *Student Assistants

ABSTRACT

Designed to be used in conjunction with a departmental operations manual, this guide for student assistants in the New Mexico Institute of Mining and Technology Library provides basic information about the library as a whole. Topics covered by the guide are: (1) library departments, including reference services, interlibrary loan, technical services, circulation policies, periodicals, acquisitions, archives, and the curriculum collection; (2) work skills, including general student employee information, telephone etiquette, and business etiquette; (3) library specific skills, including who does what, reference versus directional questions, photocopy machines, supplies, shelving and call numbers, and emergency procedures; and (4) floor plans of the upper and lower floors of the library. (SD)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED317211

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

HANDBOOK

for

STUDENT ASSISTANTS

of

NEW MEXICO TECH LIBRARY

Prepared by the Library Staff

Socorro, New Mexico

January 1990

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY
Betty Reynolds

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

053121

TABLE OF CONTENTS

Introduction 3

Library Departments
- Reference 4
  - *Card Catalog*
  - *Vertical File*
- Interlibrary Loan 5
  - *FAX Services*
  - *UNM Borrowers Card*
- Technical Services 6
  - *Map Area*
  - *Government Publications*
  - *SDI's*
- Circulation 7
  - *Special Collections*
  - *Reserve Collections*
- Periodicals 8
- Acquisitions 9
- Archives
- Curriculum Collection

Work Skills
- General Student Employee Information 10
- Telephone Etiquette 11
- Business Etiquette 12

Library Specific Skills
- Who Does What List 13
- Reference vs. Directional Questions
- Photocopy Machines
- Supplies
- Shelving and Call Numbers 14
- Emergency Procedures 15

Maps of the Library 16
- Upper Floor
- Lower Floor

INTRODUCTION

Welcome to the New Mexico Tech Library. As an academic library we rely heavily on our student assistants to help with many routine tasks such as processing books, shelving and filing. As a student assistant you are an important part of our staff.

You can help to make the library more pleasant and understandable to library patrons if you understand some of the general background of library work and don't think of your work as "just a job".

Patrons of the library will expect you to be able to help them when they ask for help. Know your limits--ask your supervisor or another librarian for help when you aren't sure of the answer. It is better for the patron to wait for the correct answer to a question than to leave the building with the wrong information.

As an employee you have access to personal information kept by the library. Information such as what books a patron has checked out or requests on interlibrary loan, what books a person orders for the library, who has a particular book checked out, or even whether a person is currently in the library are all protected by the New Mexico Library Privacy Act of 1989. Do not divulge private information to patrons of the library.

This brief handbook is designed to give you some basic information about the library as a whole. Use it in conjunction with your own department's operations manual.

We hope that you will enjoy working with the library staff, and that the information you gain from working in the Tech Library will serve you well during your years at Tech.

Betty Rupolo

Library Director

REFERENCE AREA

Reference service is direct, personal assistance to patrons seeking information, and includes assistance and instruction in the use of the library, assistance in the identification and selection of books, journals, and other materials relevant to a particular information need, and the provision of brief, factual information of the ready reference variety, particularly such information as names, addresses, statistics, etc., that can be located quickly in a limited group of general reference sources.

The reference desk is staffed by librarians Monday-Friday, 8 AM to 5 PM. The librarians help patrons find answers to their questions. The reference area includes reference books, indexes and abstracts. Current indexes and abstracts are shelved on the tables and back issues are shelved in the adjacent stacks. A microcomputer with a CD-ROM reader has bibliographies of various Tech Library materials such as phone books, Tech theses, software and videos. College catalogs on microfiche are international in coverage.

CARD CATALOG

The card catalog helps patrons find out what the library owns by subject, author, or title. It is arranged in one alphabet. Books, theses written by New Mexico Tech students, indexes and abstracts, vertical file subjects, and some government documents are included. Periodicals are not included.

VERTICAL FILE

The vertical file contains pamphlets, maps, advertising brochures and miscellaneous items of interest but which are too small or are too ephemeral to be cataloged. The file is near the card catalog. Vertical file items may be checked out.

INTERLIBRARY LOAN

Interlibrary loan (ILL) is a service to Tech faculty, staff and regular Tech students. It is designed to provide, if possible, library materials not available locally but needed for class or research work.

ILL borrows from and lends materials to libraries internationally. Most of the borrowing and lending correspondence is done via computer. 95% of all materials borrowed are free. Payment for interlibrary loan materials must be by cash or departmental account charge.

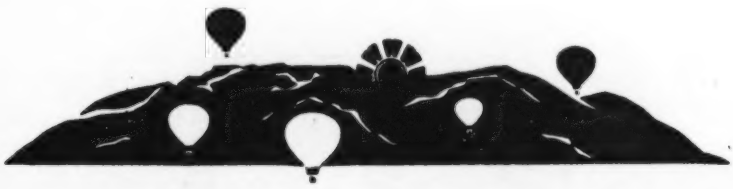
An ILL form must be filled out for each item requested. These may be obtained in the ILL office, or at the reference or circulation desk. If the patron has questions about filling out the form refer them to a librarian.

FAX MACHINE

The ILL office uses the FAX machine to send documents from one library to another. The library provides FAX service to Tech Library patrons. Refer all patrons to a public services librarian to inquire about FAX service.

UNIVERSITY OF NEW MEXICO LIBRARY CARD

The Interlibrary Loan Department supplies a form to Tech faculty, staff and graduate students enabling them to receive a UNM library card when presented at the UNM campus. The card can be used at either Zimmerman or Centennial Library. This service is **not** available to undergraduate students.



TECHNICAL SERVICES

Technical Services is responsible for processing most material on the upper level -- new and recat· books, government publications, videos, and software. Processing includes cataloging, stamping, preparing pockets and spine labels, and inserting security strips.

MAP AREA

The maps area includes topographic maps, maps organized by geographic area, miscellaneous map series and posters, USGS geographic series, foreign and state government maps, Geological Society of America maps, and large and small atlases. The map area handout has a floor plan of the map bay and more detail on its arrangement. *The USGS Geologic Atlas of the United States* (125 folios in a wood case) are in the lower core on the south side. Maps and posters circulate; atlases do not.

GOVERNMENT PUBLICATIONS

The government publications area includes documents of the U.S. government, state governments and some foreign governments. The Tech Library is a depository for United States and New Mexico publications. Government document microfiche and fiche in Library of Congress classification are in the microfiche cabinets.

SELECTIVE DISSEMINATION OF INFORMATION (SDI)

SDI is a service offered to Tech faculty and staff who want to be notified when the library receives materials in their areas of interest. New materials are checked against a master list of SDI topics and patron's names; the patron receives a photocopy of the title page, table of contents and/or abstract. Those wishing to be included on the SDI list fill out an SDI form kept in the Circulation Department's drawer of forms.

CIRCULATION

The duties of the Circulation Department include signing out and checking in circulating materials, sending overdue notices and bills, placing material on reserve and providing reserve materials, selling copy cards and transparencies, and directing patrons to a department where their questions can best be answered.

Circulating materials include, but are not limited to: books, vertical file materials, maps, videos, sound recordings, government publications, slides, and software. Materials that cannot be checked out include, but are not limited to: reference books, phone books, periodicals, and special collections (unless otherwise specified).

The patio doors have alarms that ring when the doors are opened. If an alarm sounds, use the key from the circulation desk key box to turn the lock on the alarm box on the wall near the patio doors to "off".

SPECIAL COLLECTIONS

The special collections room houses audiovisual materials, circulating copies of software, Tech theses, New Mexico Bureau of Mines publications, Geological Society of New Mexico field conferences, and out of print books of special value, mostly on mining and on New Mexico history. Most items are used only in the library.

RESERVE COLLECTIONS

Materials are on reserve at the circulation desk at the request of Tech professors. Patrons may use these items in the building for a period of 2 or 4 hours. At the discretion of the professor, some may be taken from the building.

General reserve includes materials in frequent demand. The collection includes Albuquerque phone books, financial aid information and the *Rand McNally Road Atlas*. General reserve material may only be checked out for use in the library.

PERIODICALS

The periodicals office checks in, stamps, and places periodicals and newspapers on display. Current issues of technical journals are on yellow display shelving arranged alphabetically by title. Current popular periodicals are shelved alphabetically along the outside wall of the core. Most popular titles are kept for only two years.

The periodicals office is responsible for sending the periodicals we retain to the bindery. Bound periodicals are shelved alphabetically by title in a clockwise manner around the lower floor beginning with "A" adjacent to the current technical periodicals.

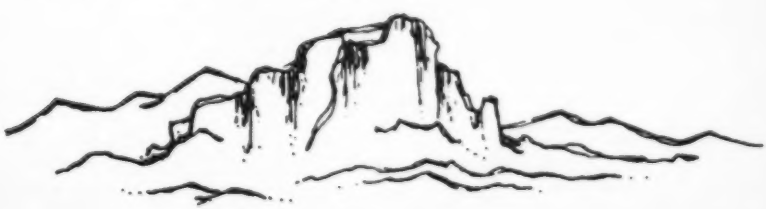
The newspaper rack has a variety of local, national and international newspapers. Most newspapers are kept for less than 6 months; however, we replace the *New York Times* and the *Defensor Chieftain* with microfilm.

Periodicals and newspapers on microform with equipment to read them are in the room next to the periodicals office.

A list of our periodical holdings is kept in various places throughout the library for patrons to find out which periodicals we own and where they are located. It is arranged in alphabetical order by title with various cross references noting title changes and merged titles.

Whenever patrons cannot find issues or volumes of periodicals on the list, they should be referred to the periodicals office.

The storage room, containing old or little-used periodicals and the patent gazettes, is not accessible to the public.



ACQUISITIONS

The acquisitions office, on the lower floor in room 123, is responsible for ordering and receiving materials such as books, videos, supplies and equipment, and any other items needed in the library.

Materials donated to the library are routed to the acquisitions office. If you receive gift items, ask for the donor's name and address in order that a letter of thanks, or a letter for tax purposes can be sent to the donor.

ARCHIVES

The archives is on the lower level of the library in room 115A. It houses a collection of photographs and memorabilia relating to the school and its students and alumni, administrative and academic papers, and a variety of publications by Tech staff and students. The materials are made available by the archivist to researchers and others interested in the history of New Mexico Tech and the New Mexico School of Mines.

CURRICULUM COLLECTION

The curriculum collection is located on the lower floor in room 114. Materials in the collection include education periodicals and secondary school textbooks for the use of the Education Department. A patron must have written permission from an Education Department faculty member to use materials in the collection.

Audiovisual equipment is also housed in room 114. If a patron needs audiovisual equipment, a Circulation Department employee opens the room and assures that it is locked when the patron has finished. Room 114 is also used for ASAP drop-in tutoring and as a meeting room. The schedule for the room is kept at the circulation desk.

GENERAL STUDENT EMPLOYEE INFORMATION

WORK HOURS: Your work hours are assigned to you by your supervisor, and your schedule is posted prominently in your department. Know your hours; stick to them. Sign-in the time you arrive and leave work on your supervisor's desk calendar. If you are unable to come to work, notify your supervisor in person or by phone as soon as possible by calling 835-5614 or your department's number.

BREAKS: If you work four hours in succession you are entitled to take a twenty minute break. This is a rest period and may not be used to cover a late arrival or an early departure. Always notify your supervisor before taking a break to make certain it is a convenient time. Know the rules of your department.

TIME SHEETS: Time sheets are turned in every two weeks. Your supervisor will explain where to find them in your department and how they should be filled out. Remember-- if you do not fill one out and sign it you will not be paid.

ROGUES GALLERY: To help us recognize one another photographs of each student and librarian are displayed in the cases in the central core. We wear name tags at work to identify ourselves as library staff.

EVALUATIONS AND RAISES: The library follows a merit pay raise system. All students begin at minimum wage and may at the discretion of the supervisor receive up to a $.10 per hour pay raise each semester. Any recommendation for wage increase will be accompanied by your supervisor's written performance appraisal of your work. Summer session is considered equal to one regular semester if you have worked at least 20 hours per week throughout the summer.

STUDENT PERQUISITES: Some small rights and privileges come to students who work at the library. Among them is first chance at checking out new books, use of office telephone or typewriter with your supervisor's permission, mending damaged textbooks, etc. ALWAYS ask your supervisor before assuming a perk exists.

TELEPHONE ETIQUETTE

Prompt and courteous handling of telephone calls is important. When answering the telephone you are speaking on behalf of your department and the entire library. Your supervisor will explain in detail how the telephone in your department operates. Most important--learn how to transfer calls and how to place a caller on hold.

Always answer the phone with a pleasant voice. Answer with the name of your department, your first name and ask, "May I help you." The main incoming line is in the Circulation Department. Here the person answering will always say "Good morning, (or the appropriate time of day) New Mexico Tech Library. May I help you?"

If you cannot reach the person for whom the call is intended be ready to take a message. Your supervisor will show you where the message pads are kept. Write, in a legible hand, the person's name, the caller's name, the time of day, the date and the message. Read the message back to the caller to make certain you have it correct. Sign your name--do not use initials. Know where messages are to be placed in each office to assure prompt attention.

Personal calls on library telephones are allowed only with the permission of your supervisor. Receiving personal calls during working hours should be treated with the same care as socializing (see page 12).

DO NOT GIVE OUT PERSONAL INFORMATION SUCH AS HOME PHONE NUMBERS OR ADDRESSES OF LIBRARIANS OR STUDENTS.

BUSINESS ETIQUETTE

The Library is a place of business and as such we ask that you follow common rules of business etiquette.

JOB ATTIRE--You are expected to be neat and well-groomed as appropriate to your job requirements. Remember that you represent the Library not only to other students, but also to faculty, staff and community patrons. Use good judgement in deciding what to wear on the job. No shirt, no shoes; no job.

SOCIALIZING--If your friends stop to visit, tell them you cannot have extended conversations on work time. Lengthy personal conversations distract you from your work and also bother other library patrons.

EATING, DRINKING AND SMOKING--No smoking is allowed in the library building at any time. Eating and drinking are allowed at the present time, but will not be allowed in our new building, so be prepared for a change in this policy. Please limit your edibles to non-smelly food. We do not want library patrons to mistake the library for the cafeteria.

COURTESY--The patron should always come first. When a patron asks for help, give your full attention, establish eye contact, listen carefully and be enthusiastic. Speak courteously; often keeping your voice low with a smile on your face will help to defuse an ugly situation. If you feel that an angry patron is abusing you, ask your supervisor to intervene.

"WHO DOES WHAT LIST"

The "Who does what list" is posted in each department's office. Use this list to direct a patron to the correct librarian for help.

REFERENCE VS. DIRECTIONAL QUESTIONS

Reference questions are answered by librarians; anyone may answer a directional question. A typical reference question might be "How much coal was mined in Utah last year?" or "How do I find out what this abbreviated title means in *Chemical Abstracts*?" A directional question might be "Where are the bathrooms or pencil sharpeners?" If you are unsure of the answer to a question, refer the patron to a librarian. We do not want to give out incorrect information.

PHOTOCOPY MACHINES

Photocopy machines are easily operated by most patrons with coins, $1 bills, or copy cards. Patrons come to the Circulation Desk if they wish to purchase a copy card or if they have questions or problems.

A microfiche reader-printer is near the card catalog. Copies are 15¢ per page. Students in the Circulation Department change the lenses, fill the paper tray, and override the coin box when a patron wants to charge copies to a departmental account.

SUPPLIES

Supplies used in the library such as pencils and paper are kept in the black cabinets which are in the lower floor core. These items can be used when needed by any library employee. When you take an item and the supply seems low leave a note in the acquisitions office describing the item so that more can be ordered before the supply runs out.

SHELVING AND CALL NUMBERS

Tech Library uses a number of different classification schemes for its various collections. Circulating books are in the Library of Congress classification or Dewey decimal classification. OVERSIZE above the call number indicates that the book is shelved before the A's in the LC classed collection. REF above the call number indicates that the book is shelved in the reference collection. Tech theses are arranged alphabetically by their authors.

United States government publications are shelved by Superintendent of Documents classification. State and foreign government publications are filed alphabetically by state or country and alphabetically by agency within each state or country. Periodicals are shelved alphabetically by title. Maps are shelved in order by location and type.

Microfiche, videos and sound recordings are shelved in separate locations by media type. Each collection is shelved in call number order. Vertical file materials are filed alphabetically according to the subject written on each piece.

EMERGENCY PROCEDURES

Emergencies take different forms, such as persons falling or cutting themselves, fires, a patron with violent or abusive behavior, or patrons refusing to leave the library at closing time.

During the normal working day, report emergencies or accidents to a librarian. In the evening, between 5 and 10 PM, emergencies and accidents are handled by the evening circulation supervisor. For emergencies after 10 PM or on weekends, call the campus emergency phone number: -5555.

ACCIDENT forms are located with the time cards behind the circulation supervisor's desk. Tech's Personnel Department requests that all employees who suffer an injury on the job fill out an accident form. Every injury should be reported no matter how minor it may seem and as soon as possible following the accident. Any person who suffers an injury in the library should be asked to fill out the accident form. Give the completed accident form to your supervisor to send to Personnel.

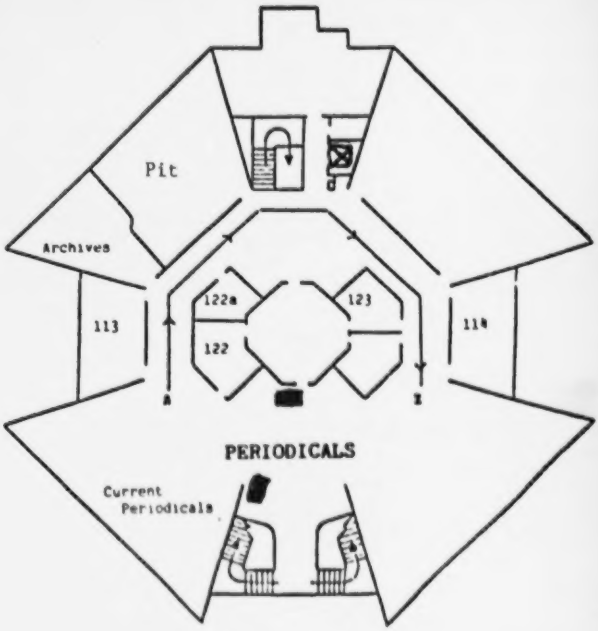
In case of FIRE: During the normal working day, notify your supervisor. After 10 PM or on weekends, call the campus emergency phone number: -5555.

A first aid kit is in the cupboard labeled "First Aid" outside the director's office. The kit is equipped with a few first aid items but is not intended to replace medical care. In a serious medical emergency call the campus emergency phone number: -5555.

LOWER LEVEL

111 Conference/Tutoring
114 Curriculum Collection
122 Periodicals Office
122a Microfilm/Typing
123 Acquisitions Office

Photocopy Machines
Elevator



UPPER LEVEL

221 Technical Services/Govt. Pubs
222 Public Services Librarian
224 Interlibrary Loan
225 Library Director

Reference Desk
Photocopy Machines
Microfilm/fiche Copier
Elevator
Vertical File
CD ROM Workstation